2020 Census
Program Management Review

WBS 1.102 - Knowledge Management
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Knowledge Management

Project Description

Knowledge Management is a new business process for the decennial program. Defined as:

- Capturing key findings and recommendations related to the decennial census.

- Assigning them internally to 2020 program areas, and sharing them with stakeholders.

- Formulating and tracking action plans on addressing the recommendations to closure.

Prototype development of the process and repository database focuses on findings from the *2010 Census Program for Evaluations and Experiments* (CPEX).

- All CPEX recommendations are to be populated and organized in a *MicroSoft (MS) ACCESS* database.

- *MS Word*, *MS Excel*, and email support the processes for managing and tracking recommendations.
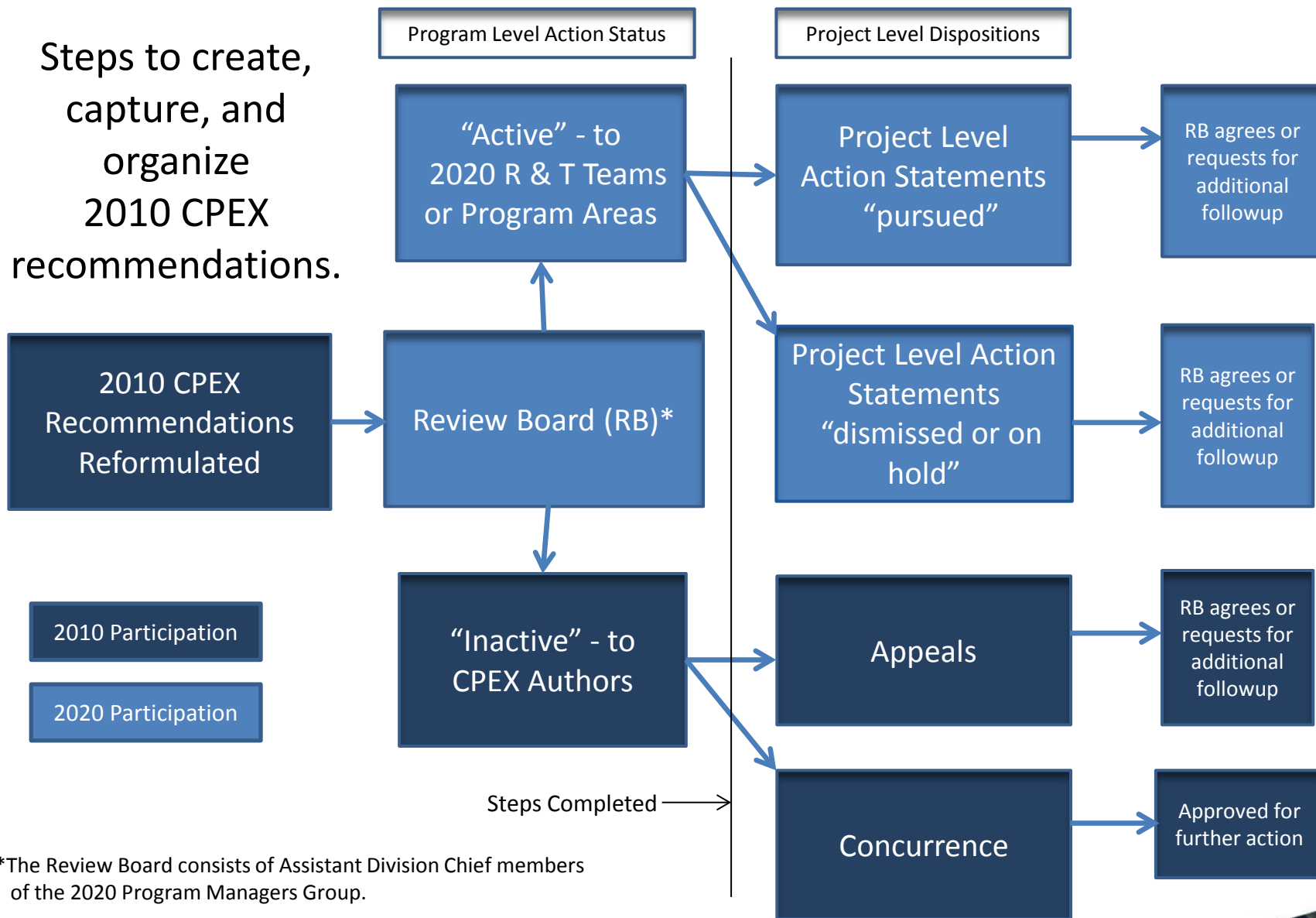
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Status of the *2010 Census Program for Evaluations and Experiments* (CPEX), consisting of 100 reports:

- To date, 677 recommendations from 97 CPEX reports have been populated in the database and assigned a Program Level Action Status:

    – 395 are active. (314 are assigned to 2012-2014 Research and Testing teams and 81 to other program areas.)

    – 282 are inactive. (275 will be revisited in fiscal year 2015 and seven are closed.)

Steps to create, capture, and organize 2010 CPEX recommendations.

Program Level Action Status

Project Level Dispositions

"Active" - to 2020 R & T Teams or Program Areas

Project Level Action Statements "pursued"

RB agrees or requests for additional followup

2010 CPEX Recommendations Reformulated

Review Board (RB)*

Project Level Action Statements "dismissed or on hold"

RB agrees or requests for additional followup

2010 Participation

2020 Participation

"Inactive" - to CPEX Authors

Appeals

RB agrees or requests for additional followup

Steps Completed →

Concurrence

Approved for further action

*The Review Board consists of Assistant Division Chief members of the 2020 Program Managers Group.

Knowledge Management

2010 Census Field Verification Operational Assessment

Original Recommendation:

"Census Bureau Headquarters should provide more information from upstream processing in terms of workload distribution. For example, the geocodes from Non-ID Field Verification inputs could be provided on a flow basis to assist Field Headquarters."

Authors were contacted to reformulate the recommendations to provide context, the 2010 Census challenge or success, **the recommended action**, and the resulting benefit if the action is pursued.

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2010 Census Field Verification Operational Assessment

Reformulated Recommendation:

"Because the Census 2000 and 2010 Census Field Verification operations were both paper-based, it was necessary to identify the workload from the contributing operations (Non-ID and Coverage Followup) over a month in advance of fieldwork. Paper-based field operations require significant advanced preparation and also tend to require separate visits to the same area at various times over the course of the census. **However, assuming greater speed and efficiency in processing responses, as well as automated field operations in the 2020 Census, the workload could go to Field Verification on a flow basis.** That is, rather than accumulating Field Verification workload over time and sending it to the field en masse, it could be combined with other kinds of assignments such as nonresponse follow-up. As a result, cost savings could be realized via reduction of the mileage and hours required to implement multiple, discrete operations."

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Review Board

Program Level Action Status assigned by the Review Board: Active - Assigned to 2020 Census Research and Testing Team
2020 Team or other program owner: 4.107 Non-ID Processing

2020 Team

Project Level Disposition (Pursued, On Hold, or Dismissed):

PURSUED: Yes

Project Level Action Statement: The 2020 Non-ID team will conduct research to determine ways to reduce the Field Verification workload and provide it on a flow basis.   In addition to testing methods to increase the amount of Non-ID cases fully resolved (matched to a geocoded record) via automated processing, the team is also exploring the use of administrative records data to verify in lieu of fieldwork both the existence and location of nonmatching addresses and matched addresses assigned a geocode during automated processing. The team will report the results of the research at the conclusion of FY14.

Approved for further action: November 29, 2012

Knowledge Management

Census Coverage Measurement Initial Housing Unit, Independent Listing, Matching and Followup Operations Assessment

"During the 2010 Census Coverage Measurement Independent Listing Operation, the Independent Listing Books proved to be very bulky and cumbersome for the listers in the field, as well as in the National Processing Center, and would not fit in the lister's census bag. The program should investigate a smaller, notebook-size listing page or an automated instrument. All the processing, editing, and keying of the Independent Listing Books could be eliminated if Independent Listing was automated. An automated instrument could also eliminate or reduce missing data and eliminate the requirement to key data."

Program Level Action Status assigned by the Review Board: Inactive – Pending

Review Board Justification: A 2020 Census Research and Testing team focusing on this work is scheduled to begin in FY15.

Proposed Review Date (for inactive statuses only): October 1, 2014

Author Disposition: Concurred
Approved for further action: October 3, 2012

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Approach for Oversight Recommendations

Oversight recommendations from the OIG and GAO are controlled/tracked in the Correspondence and Oversight Tracking System (COTS), which documents a high level Program Action Plan for each recommendation.

There are 87recommendations in the Knowledge Management (KM) database from 16 reports by oversight groups, primarily released in 2010 and 2011:

– Office of Inspector General: 68 recommendations from 12 reports
– Government Accountability Office: 19 recommendations from 4 reports
– ALSO from the National Academy of Sciences: 6 recommendations from 1 report

Virtually all oversight recommendations and Program Action Plans logically align with 2010 CPEX recommendations. They reside in the KM database to:

– Facilitate the sharing of oversight recommendations to 2020 program participants.
– Facilitate the association of 2020 Project Level Action plans with the broader oversight recommendations and Program Action Plans.

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Office of Inspector General, *Census 2010: Final Report to Congress*

Recommendation 6, "Explore alternative approaches for conducting the 2020 Census that include…

1. Internet and Web-based response options;
2. automated field data collection alternatives;
3. **utilizing administrative records [AR];** and
4. incorporating into the decennial process experienced field representatives who conduct non-decennial Census surveys each year."

Corresponding Program Action Plan, as documented in COTS:

"The overall plan for 2020 Census research and testing is baselined, and it includes planned projects related to each of these recommendations. These projects are outlined in the 2020 Program Business Plan. Research is planned to begin in FY 2012, with the initial research phase completed at the end of FY 2014. Additional research and refinement of the design for the 2020 Census will occur in FY 2015 through FY 2018."

Examples of 2020 Projects exploring alternative AR approaches:

4.103, Optimizing Self Response	8.102, Administrative Records Fitness-For-Use
4.107, Non-ID Processing	8.106, Alternative Contact Frame
5.101, Coding, Editing, and Imputation	8.107, Administrative Records Modeling
8.101, Improving Quality Control	

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Near-term Focus Items:

- Once formally released, populate recommendations from the remaining three 2010 CPEX reports into the database and assign disposition codes.

- Design database products and output that are aligned with the 2020 team structure.

- Begin review and association of oversight recommendations with 2020 project level action plans.

- Release the database externally by April 1, 2013.

Longer-term Focus Items:

- Meet with oversight groups on the association of their recommendations to 2020 action plans.

- Explore options for making the database widely and easily accessible.

Classifying the Database Variables

- BASIC: Number, Source, Report Number, Document Title, Date of source issuance, Report Recommendation Number, the 2020 Recommendations, and the Program Action Plan –from COTS.

- ASSIGN/ORGANIZE: Program Level Action Status, Justification, Project Level Disposition and Action Statement, Recommendation Owner, Approval Date for further action, Target Completion Date, and CPEX Contact.

- SORT FUNCTIONALITY: Action Dependent Upon CPEX Results, 2020 work breakdown structure (WBS) Element, 2020 Research Track, Priority, 2010 Census Operation, and Included in Correspondence and Oversight Tracking System (COTS).

To date, the focus has been on the Basic and Assign/Organize variables.

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Recent Accomplishments:

- Since the last Program Management Review, populated 220 recommendations from 18 published CPEX reports into the database and assigned disposition codes.

- Populated project-level action plans and or other disposition options from 2020 program areas into the database. Followed up with team leads and authors, as necessary.

- Demonstrated elements of the process and database to 2020 leaders.

Risk Highlights:

Need for efficient production of data outputs and agile (user-defined) report functionality.